NETWORK MANAGER REPORT

JANUARY 2004

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

January saw Alabama Interactive continue its momentum into 2004. We have gained several new projects and additional agencies have expressed interest in partnering with AI. January also saw alabama.gov visitor traffic records set and broken several times. Moving into the New Year, AI is excited about the opportunities we have to help further the eGovernment initiative in Alabama.

Highlights during the month were:

- Looking for an alternative to posting Governor's Commissions reports on Governor Riley's web site, the Governor's Office contacted AI regarding posting these reports on alabama.gov. AI was pleased to assist and links to these reports were posted on the front page of alabama.gov.

- Design for the second generation of the alabama.gov portal has begun. New enhancements will center on the introduction of dynamic content through the use of PHP. Many additional enhancements will be made to increase the overall effectiveness of the portal.

- The Department of Conservation and Natural Resources' Oak Mountain Bow Hunt was held in late January. During the three week application period, Alabama Interactive successfully processed more than 5,800 applications and responded to dozens of enquiries about the hunt.

- In the first three weeks of the registration period, the Becoming an Outdoors Woman application received 10% adoption from registrants for the event sponsored by the Department of Conservation and Natural Resources.

- The Electronic Hunting and Fishing Licensure Systems continued to produce significant results in January with more than 13,500 licenses sold contributing more than $500,000 in revenue to the Department of Conservation and Natural Resources.

- AI submitted two nominations for the *Digital Government Awards*, sponsored by Accenture and MIT. Both the electronic point-of-sale system and the portal constituent notification system will be evaluated by the award committee. Winners will be announced during the annual Federal Office Systems Expo (FOSE) Trade Show, to be held March 23 – 25, 2004, in Washington, D.C.

- The Alabama Department of Environmental Management's Waste Water Operator license renewal application went live in January. With assistance from AI, the agency has begun marketing the service through flyers and renewal notification cards.

- January brought 86 new health care facilities for the Alabama Board of Nursing "push" license verification service. Health care providers are very excited about the new service and the Board of Nursing expects to see significant adoption of this service.

- Testing of the Constituent Notification service continues. Modifications have been made to allow agencies the ability to autonomously manage their information as well as allow

for easier incorporation into the portal. The service is scheduled to go live with the next version of alabama.gov.

- ▪ The State's most populous county will go live with point-of-sale license sales in February. Jefferson County is very excited about implementing the electronic license process.

Marketing

AI has also drafted two press releases that are awaiting final agency approval and should be released in early February. Together with the promotional items already in place, AI looks to grow portal recognition and dramatically increase traffic in 2004.

Along those lines, AI is pleased to report that alabama.gov experienced the highest traffic and visitor numbers since introduction. January saw eight record-setting traffic days with a peak of 6,344 visitors on January 26. In total, 131,000 unique visitors used the portal -- A 51% increase over December's traffic volume.

Department of Public Safety subscriptions are pouring in thanks to promotional activities within the legal community and Alabama's 50 largest employers as well as promotion on the Department's own web site.

Development

ABN has requested an application called Label Download to allow potential employers, marketing companies and the like, the opportunity to download mailing labels for ABN's licensed professionals. This application allows users download a file containing all relevant nurses. The application is currently in staging and will be moved to production soon.

User Testing has began on the Supplemental Form (RS-2) application for the Alabama Public Service Commission. This application will allow for the electronic submission of the RS-2 form allowing users to add a state or vehicle to their motor carrier authority.

AI is developing an application for the Alabama Department of Environmental Management which will allow Drinking Water Operators and Waste Water Operators the ability to renew their licenses online. This application is currently in production.

We are currently working with the State's Motor Pool department to create an online application that will enable authorized state officials to reserve a vehicle electronically. This application is currently under going some final updates from the agency.

The Department of Conservation and Natural Resources requested a conference registration for "Becoming an Outdoor Woman". The application is currently in production.

The Department of Revenue has requested an application to allow Alabama residents the ability to reserve a personalized tag online. The application will also allow for county offices to reserve personalized tags for individuals as well. This application is currently in development.

Alabama Board of Pardons and Paroles online payment and reporting application is near completion. This application will allow a person of certain classifications to report and file due amounts online rather than in the offices of probation officers. This application is currently in

the late stages of development as we are coordinating with Pardons and Parole to create a mechanism whereby we can post data.

The Alabama Real Estate Commission has requested two new applications to add to their suite. The first application is to allow individuals and companies the ability to retrieve sanctioned lists of information electronically. This will eliminate a time consuming task that AREC employees now perform manually. The second application will allow schools and instructors the ability to electronically file their roster information to AREC. This will improve efficiencies for the schools, instructors, and AREC. Both of these applications are in the business/technical design phase.

ABN has requested two additional applications that will allow potential Alabama nurses to file for a license online. The two applications are Application for Licensure by Examination and Application for Licensure by Endorsement. Currently these applications are in the business/technical design phase.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses · Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and MiniCode License · Renewal of Pawn Broker License · Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License · Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription

Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services · Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.
Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.

IN TESTING…..

Agency	Application	Description	Status	Target Date
CIO's Office, Alabama Department of Finance	Constituent Notification	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	Second-round AI staff testing.	April 2004
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is complete and in production.	March 2004
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	The agency is testing this service.	February 2004

Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is awaiting final approval.	February 2004
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is awaiting final approval.	February 2004
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	Completing additional agency-requested changes.	February 2004

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2004
Alabama Home Builders Licensure Board	Initial Application Download	This application allows home builder initial licensees to download application information online	This application is in the pre-project planning phase	March 2004
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in the pre-project planning phase	June 2004
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This service is in pre-project planning.	March 2004
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This service is in pre-project planning.	May 2004

Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	March 2004
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	September 2004
Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc. to AREC.	This application is in pre-project planning.	May 2004
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is in the pre-project planning phase.	February 2004
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Department of Revenue	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	Scope of Work has changed. Edits to be approved in January.	April 2004

IN PLANNING AND CONSIDERATION

The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Administrative Office of Courts - Payment of Court Costs, fees and fines
- Alabama Department of Public Health - Children's Health Insurance Plan, payments
- Alabama Department of Public Health - Home Health Care, payments
- Alabama Department of Corrections - Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission - Online licensure, shopping cart for licensed vendors
- Alabama Department of Revenue - Motor Vehicles Division, title-lien registries

- Alabama Department of Industrial Relations - Worker's Compensation
- Alabama Board of Pharmacy - License Renewals
- Alabama State Legislature, Public Information Offices - Lobbyist-In-A-Box

SERVICE REQUEST

No new service requests for January.

MONTH IN REVIEW

January Financial Report (Alabama Interactive)

Total **January** AI Network Transactions:	174,187
Average Successful Request per Day:	5,619
Total **January** alabama.gov "Visitors":	130,727
Total **January** alabama.gov "Page Views":	310,377
Total **January** alabama.gov "Chats" or "Offline Messages" from Live Help:	554

OPERATIONS & ADMINISTRATION

The NIC Portal Software and Services Group is scheduled to move the existing data center from Kansas City, Kansas to dual locations in Washington D.C. and Chicago, IL. This new arrangement will allow for increased data redundancy and access to AT&T's state-of-the-art network facilities.

In January, AI hosted visiting NIC corporate executives. Chief Executive Officer, Jeff Fraser, Chief Operating Officer, Harry Herrington and Southeast Regional Manager, Robert Chandler all commented that the support and knowledge of the state partner in Alabama is clearly a key element of the success of Alabama's eGovernment Initiatives.

OTHER BUSINESS/IN CLOSING

If the month of January is any indication, 2004 will undoubtedly see Alabama's eGovernment initiative attain new levels. With a wealth of new services waiting to be discovered, AI looks forward to working with the eGovernment Technical Review Committee and the State to further eGovernment services in Alabama.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis